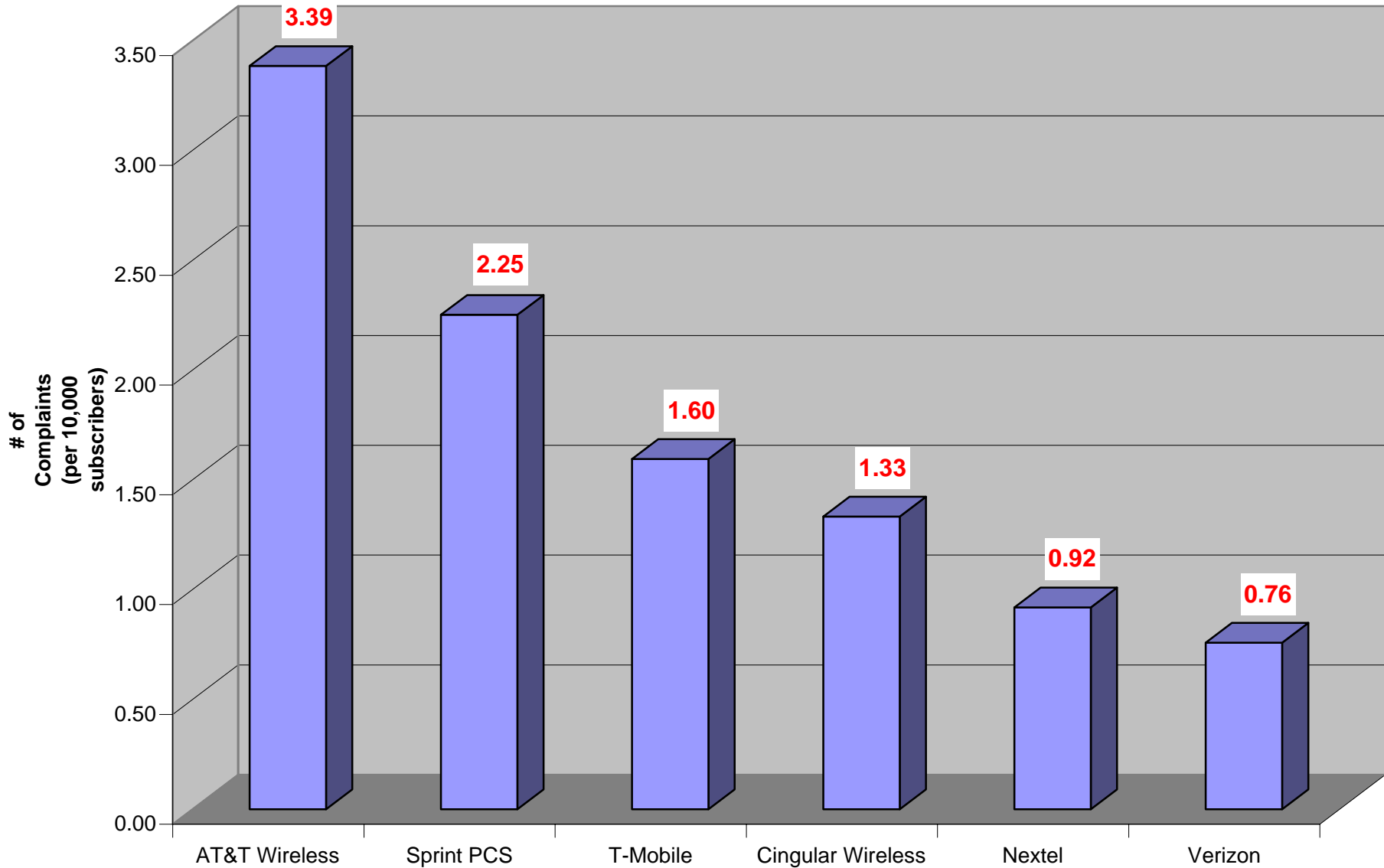


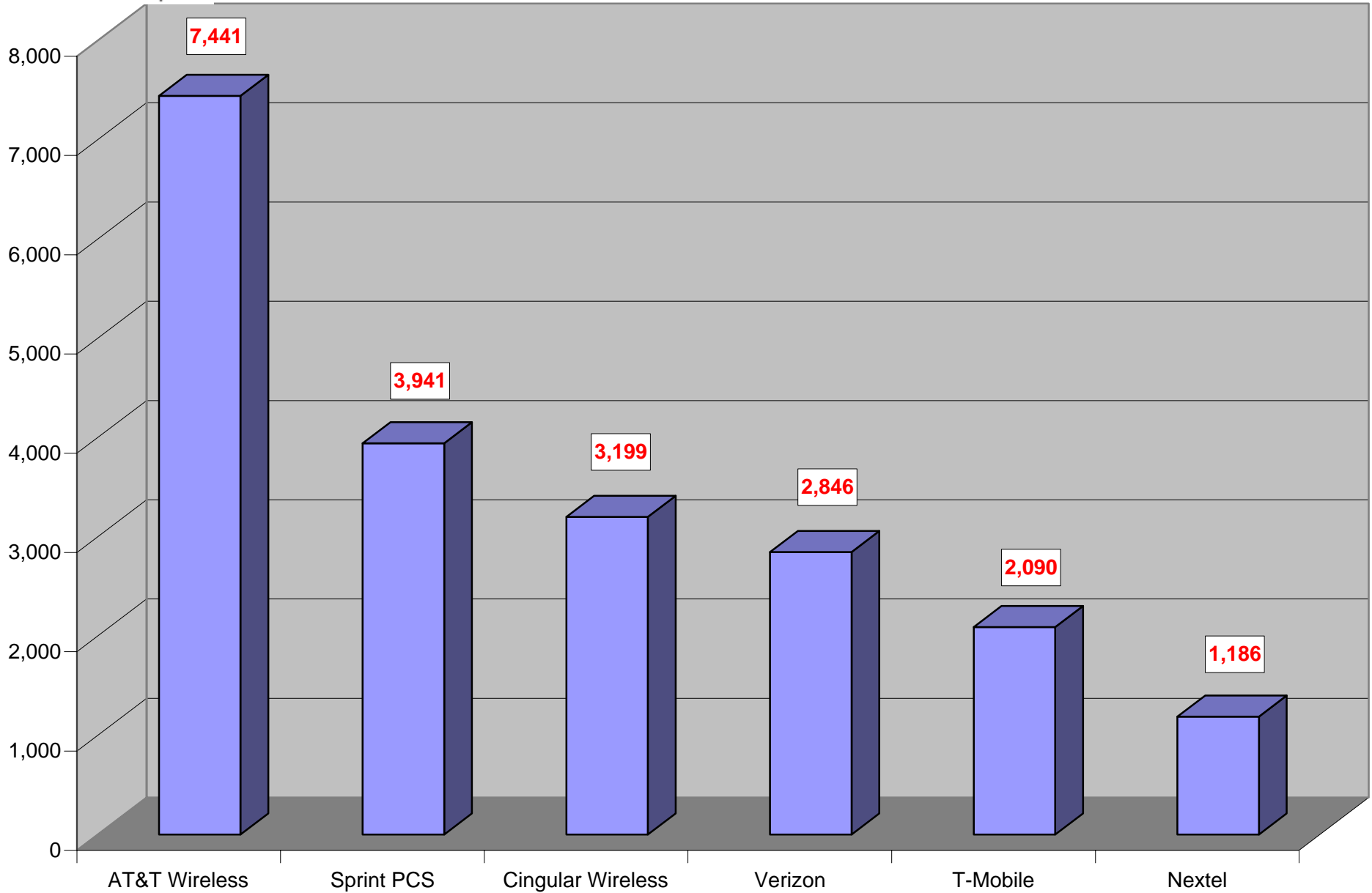
**2003 FCC Cell Phone Complaints
(Top six national carriers adjusted for subscribership)**



Complaints Source: Consumers Union open records request to the FCC, FOIA No. 2004-224, April 27, 2004.

Market Share Sources: Merrill Lynch, March 2004 as reported in eMarketer.com; Cingular Press Release, January 21, 2004; ATT Wireless.

**2003 FCC Cell Phone Complaints
(Top six national carriers)**



2003 FCC Cell Phone Complaints (Top Six Cell Phone Carrier Complaints by Category)

	Billing	Carrier Marketing and Advertising	Contract Early Termination	Equipment	Service Quality	Number Portability and other	Total Complaints
AT&T Wireless	2082	650	572	241	609	3287	7441
Sprint PCS	1109	286	334	151	320	1741	3941
Cingular	994	286	275	131	318	1195	3199
Verizon Wireless	830	230	293	109	255	1129	2846
T-Mobile	518	177	195	140	250	810	2090
Nextel	315	121	147	46	95	462	1186

